



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

PaeTec Communications, Inc.
for quarter ending June 30, 2009

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.05	0.05	0.05	0.05
B. Operator Answer Time - Information [730.510(a)(1)]	0.01	0.01	0.01	0.01
C. Repair Office Answer Time [730.510(b)(1)]	1.56	2.27	0.58	1.47
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.09	0.03	0.04	0.05
E. Percent of Service Installations [730.540(a)]	90.00%	90.00%	90.00%	90.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	74.12% *	75.45% *	68.22% *	72.60% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.77	3.41	3.14	3.11
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

Not all info is for state of IL

Performance data: A & B) only op times avail. C & D) Whole comp info. E) Reg#

F) All comp. tickets G) IL data only. Columns with '0' mean PAETEC was unable to obtain info



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